Abstract

Literature advocates Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS) as a "systematic approach developed by the Department of Defense (DoD) and the Agency for Healthcare Research and Quality (AHRQ) to integrate teamwork into practice. A leader and often cited expert in healthcare quality is the Agency for Healthcare Research and Quality (AHRQ) (Finkelman & Kenner, 2009). The program is designed to improve quality, safety, and efficiency in health care" (Kresner et al., 2008, p. 5). TeamSTEPPS has the following core competency areas including: team structure, leadership, situation monitoring, mutual respect, and communication (AHRQ, 2011). These competencies modify staff attitudes, knowledge, and overall performance. Effective and highly reliable teams have implemented the TeamSTEPPS strategies to reduce errors, improve patient safety, and quality outcomes. Implementing TeamSTEPPS on L&D can and did improve the L&D team's perception of the core competencies and quality patient outcomes.

Intervention

- Classroom Instruction (n=203 attendees)
- 16-5 Hour TeamSTEPPS Training for Nursing and Support Staff (n=168 attendees)
- 2-2 Hour TeamSTEPPS Training for Physicians (n=35 attendees)

Evidence Based Practice Model

- Assessment
- Identify the problem
- Establish goals
- Develop a plan
- Implement the plan
- Evaluate the outcome
- Communicate feedback
- Update the plan

Change Management Model

- Create sense of urgency
- Build the guiding team
- Develop a change vision & strategy
- Understanding & buy-in
- Empower others
- Short-term wins
- Don’t let up—be relentless
- Create a new culture

Measurement Tools & Data Collection

- Hospital Survey on Patient Safety (HSOPS)
  - Pre-Training
  - TeamSTEPPS Teamwork Perception (T-TPQ) (Battles & King, 2010)
  - Pre-Training
  - Post-Training (six month)

Findings & Data Analysis

Quality Metrics/Outcomes

For Labor & Delivery Staff
How Does the Implementation of TeamSTEPPS Compared to Current Practice Impact Quality Indicators Over a Six Month Period?

Tina Ralyea, RN, MS-NP, MBA, DNP-c
Carolinas Medical Center, Capella University

References


Implications for the Future

- Positive Outcomes
- Evidence Based Practice Change
- Expand to other units within Women’s Services and possible Oncology Service Line
- Additional EBP IRB Approval
- Look for new quality outcome measures
- Dissemination Plan
- Widespread practice change and implementation